

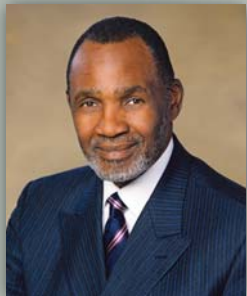
The ADMINISTRATOR



SPECIAL EDITION, MARCH 1, 2010

MESSAGE FROM SECRETARY MOSES CAREY

First, let me express my thanks to Gov. Bev Perdue and to Britt Cobb for their support. I have promised them both to provide the sort of leadership that folks have come to expect here at the Department of Administration, and I make that same pledge to you, our employees, today.



Secretary Moses Carey

I look forward to visiting each Division soon and meeting many of you, but let me tell you a few things about myself. I'm a Florida native who came to North Carolina for grad school 40 years ago and never left. I was CEO of a private health organization for 20 years, taught health law at UNC-Chapel Hill, and served as an Orange County Commissioner for more than two decades. Until this morning, when I took my oath and officially became your Secretary, I was Chairman of the Employment Security Commission (ESC).

I am grateful for another opportunity to serve the public and, together, we will work hard to help the Governor move her agenda forward. I believe in success and I know I can count on the knowledge and experience of our Executive Team and Division Directors to learn more about each of our agencies.

I am not a micromanager but I do have high expectations of my team. At the ESC, I came to understand the importance of numbers and timely, accurate communications. Each number might mean a job gained or lost; more specifically, a person employed or out of work. The differences are painfully real for many North Carolinians, and it was important to me that everyone at the ESC understood that message and actively played their part to support it.

Likewise, I will count on each of you to take seriously the goals of our new Strategic Plan. Government can no longer merely say it is doing good; it must prove it. I have studied the Plan and have high regard not only for its measurable goals, but also for the hard work that went into its development. I am not aware of another Department that is taking this charge to set government straight so seriously, or that will be able to document its success as fully.

Along with incoming Chief Operating Officer Anne Bander, I am eager to settle in and take our first steps toward making DOA an even more effective and efficient Department. With your support, I know this is a goal we will achieve.



Moses Carey Jr. is sworn in as Secretary of Administration by Chief Justice Sarah Parker as Gov. Bev Perdue and Carey's wife, Peggy A. Richmond, look on.

WITH BEST WISHES AND CONTINUED SUPPORT



Britt Cobb

A little more than 14 months ago, I stood before many of you to explain my decision to retire. Before I could take my leave, of course, Gov. Bev Perdue persuaded me to stay on as Secretary of the Department of Administration – an assignment that has proved to be one of the most challenging and satisfying of my long career in public service.

But today, I will leave the Department to serve as the Governor's Chief of Staff. It's a job I did not ask for, and I told the Governor I felt sure others were better qualified, but I am deeply grateful for her trust.

I pledged to her that all of us in state government will support her commitment to make North Carolina a provider of quality jobs, safe communities and comprehensive educational

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PROMOTION BRINGS BANDER BACK TO WHERE SHE STARTED

Anne Bander is one of those people whose professional life has taken interesting twists and turns, including a new move that will take her not just across the hall, but back to the agency where she started her state career in January 1980.

"I started at the old Office of Administrative Analysis when it was part of the Department of Administration," said Bander, a career OSBM analyst who becomes Chief Operating Officer at DOA on March 8. First hired as a management analyst, she later became staff to the Governor's Productivity Commission. The section later was absorbed into the Office of State Budget and Management in the early 1990s.

Much has changed in 30 years – transitioning from the "stone tablet" era to PC's on every desk with improved software, processes and communications across state agencies – and her passion for her job has likewise grown.

"One of the things that was exciting about transitioning to OSBM was becoming more involved in agency-requested analyses, as well as statewide and legislatively directed analyses," she said. "I like being involved in projects that are challenging and which bring people together to meet goals and exceed expectations."

Bander actually retired from state government in 2005 but soon felt the pull to return.

"I guess I didn't take the right retirement class," she said with a laugh. "The fact is, I just love working on this sort of team

effort where we can help agencies. It was a challenging time for the state and, for me, this kind of public service is what it's all about."

Bander said she is delighted to be returning to DOA: "The idea of coming full circle back to an agency which has grown and changed so much is just thrilling."

Her top priority will be to get to the know each Division and understand its role in new and ongoing initiatives, such as Strategic Planning, NC Preference and efforts to improve statewide procurement.

"I'm eager to get started," Bander said. "I couldn't be more pleased to join such a good group of people who work very hard – often behind-the-scenes that don't always get acknowledged but whose work is so very important to the state. It's an honor to be back."



Anne Bander

Best Wishes continued from previous page

opportunities. And, as we have done here at DOA, we will work hard to set government straight by advancing methods that work and setting aside those that do not.

I leave here knowing that DOA is in excellent hands. The Governor could not have made a better choice to lead the Department than Moses Carey Jr., who has been at the helm of the Employment Security Commission at one of the most difficult economic times in our state's history. And Anne Bander, who will replace Kevin McLaughlin as Chief Operating Officer, brings both impeccable credentials from the Office of State Budget and Management and a state career that began as a budget analyst right here at DOA.

I want to thank each and every employee whose contributions have made DOA a stronger and more effective agency, and I ask that you take your commitment to excellence to the next level under Secretary Carey's leadership.

Again, thank you for letting me be a part of the DOA team. I wish each of you professional and personal success in the future. If I can ever be of assistance, please don't hesitate to call.



Kevin McLaughlin, Anne Bander, Moses Carey and Britt Cobb

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PERFORMANCE MATTERS AT DOA, AND WE'LL PROVE IT

By Kevin McLaughlin

There is a sense of eager anticipation here at the [Department of Administration](#) not unlike what an athlete feels in the moment before the starting bell clangs. All the hard work and dedication, the introspection and commitment, are about to turn into something truly special.

That something, of course, is not a medal but the outcomes of DOA's comprehensive Strategic Plan. Grounded in realistic missions and measurable goals, our Divisions are ready to set government straight by streamlining services, increasing efficiencies and finding better ways to serve other state agencies, state employees, our communities and our fellow citizens.

Our new [Performance Management](#) website was recently launched as the public repository of our measures and outcomes, each of which were developed with a Division's specific mission, services and audience in mind. Aspects of the site are still in development, but each Division has set ambitious goals to improve the way they do business or provide advocacy.

Combined, these efforts form the core of our key Department-wide goals:

- Decrease average review and processing time by more than 100 days across the Department in 2010.
- Increase effectiveness of our advocacy programs by exceeding 75 percent of our targets in 2010.
- Achieve customer satisfaction rate of 80 percent in 2010.

We invite you to follow along with us to see how our Divisions meet and hopefully exceed goals – or adjust seemingly ideal plans in light of everyday realities. This is not a sprint but rather a measured, consistent reach toward an overall objective of doing more with less, and doing it best.



Kevin McLaughlin

COOPER NAMED TO LEAD NEW DIVISION



Charmaine Fuller Cooper

Charmaine Fuller Cooper of Durham has been appointed as Executive Director of the [N.C. Justice for Victims of Sterilization Foundation](#), a new Division of the N.C. Department of Administration.

"Charmaine brings considerable experience in government relations and community engagement to the challenge of building this Foundation from the ground up," Cobb said. "She has the skills and dedication necessary to lead this important effort and to develop resources to assist those it was designed to serve."

Establishing the Foundation was a priority for Gov. Bev Perdue, who included \$250,000 in her first budget for its start-up. The Legislature approved the funding

to develop a plan to provide justice and compensate victims of the so-called eugenics program, which forcibly sterilized more than 7,600 people between 1929 and 1974. It becomes part of DOA's Internal Services and Programs section, which is overseen by Deputy Secretary June W. Michaux, and will be initially located in the Administration Building.

"I'm excited about this opportunity and see it as a turning point to bringing justice to so many families and individuals affected by this tragic moment in North Carolina history," Cooper said. "I aim to give them a voice so nothing like this ever happens in state government again."

Cooper's responsibilities will include support

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NC PREFERENCE EXPANDS IN-STATE PROCUREMENT OPPORTUNITIES

By James Staton, State Purchasing Officer

State procurement operates under very strict rules, employing sound, competitive purchasing practices.

Over the years, however, there have been times when a North Carolina-resident firm missed the opportunity to gain state business because an out-of-state bidder bested their low bid by a very slim margin. Starting today, North Carolina firms in that position will get an opportunity to match the price of an out-of-state bidder by procedures established by the [Division of Purchase and Contract \(P&C\)](#).

NC Preference is Gov. Bev Perdue's new initiative to help protect and grow North Carolina jobs. [Executive Order No. 50](#) directed P&C to develop a system that provides qualified North Carolina companies whose bid is within 5 percent or \$10,000



James Staton

of the lowest qualified bid, whichever is less, an opportunity to price-match the lowest bid – if submitted by an out-of-state bidder – and secure the contract.

NC Preference will not extend to construction bids, contracts for services, and software and computers. It applies only to the purchase of goods, since such bids are objective and easy to measure. The new procedure allowing a price match for in-state preference is expected to keep bid prices highly

competitive without costing the taxpayers any additional money paid for goods bought by the state.

The goal is to keep more North Carolina dollars in North Carolina, and P&C is proud to be part of the process.

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services to members of the to-be-named Foundation Board; establish a charter with guidelines for identifying survivors and their descendants; examine legal options for restitution and potential funding source; and collaborate and serve as a point of contact with other state agencies, the Governor's Office and that General Assembly, as well as interest groups and advocacy groups.

Cooper previously served as Executive Director of the Carolina Justice Policy Center in Durham, which she first joined as a volunteer coordinator and graduate intern in 2003.

Cooper worked with the late Sen. Jeanne Hopkins Lucas as a research assistant/intern at the N.C. General Assembly and at several agencies that assisted low-wealth and disadvantaged communities on criminal justice activities.

Cooper earned her Bachelor of Arts in political science from N.C. Central University and her Master of Public Administration from N.C. State University. She is the recipient of the 2010 Paul Green Advocacy Award; the Wildacres Leadership Initiative William C. Friday Fellowship for Human Relations (2008-2010); and the 2008 N.C. NAACP State Political Trailblazer Award.

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Governor Bev Perdue, State of North Carolina

Secretary Moses Carey Jr., N.C. Department of Administration

Jill Warren Lucas, Director, Communications Office

Jayne Williams, DOA Graphic Artist